

The background of the slide features a hand in a white lab coat pointing at a futuristic digital interface. The interface consists of various icons and graphics, including a large circular gauge, a gear, a first aid kit, a person wearing a mask, a syringe, a magnifying glass, a pill, and a network diagram. The overall theme is healthcare and technology.

Sandata

Get more right from the start

Connecticut Department of Mental Health and
Addiction Services

Electronic Visit Verification (EVV) Provider Training
Program Overview

Webinar Info

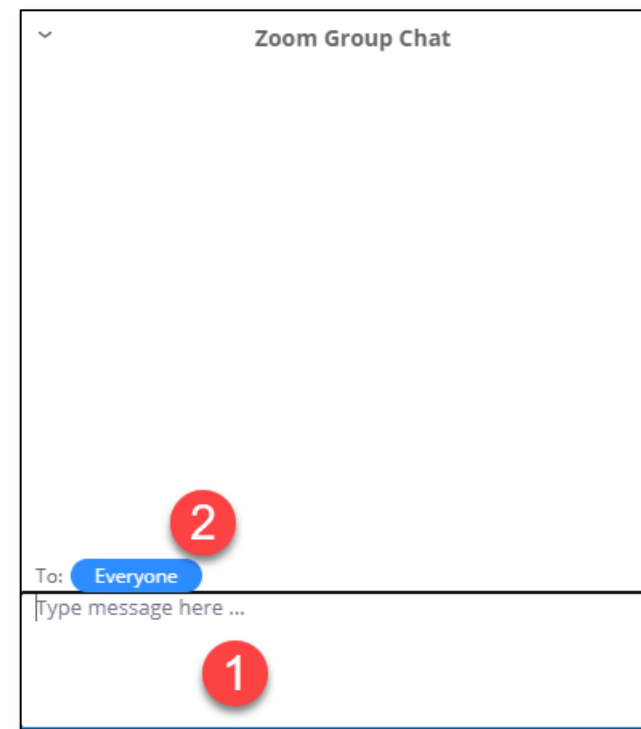
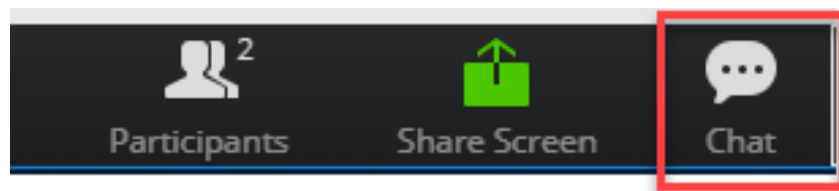
- ▶ Today's webinar contains 3 parts. You must attend all parts to receive credit.
- ▶ Attendees are in "listen-only" mode and are placed on mute for the duration of the presentation.
- ▶ Questions can be typed into the Chat panel.
- ▶ If you are disconnected from the session:
 - Log back into the webinar
 - Re-dial the toll free number



How to ask a question

Welcome to Zoom

- ▶ Click on the “Chat” icon on the Zoom tool bar.
- ▶ Type in your question at the bottom of the pop-up window and press the **Enter** key on your keyboard to send.



Agenda

- ▶ Part 1 (9:00 a.m. - 11:00 a.m.)
 - Introduction
 - System Overview
 - Staff Module

- ▶ Part 2 (12:00 p.m. - 2:00 p.m.)
 - Client Module
 - TVV/SMC
 - Scheduling

- ▶ Part 3 (2:00 p.m. - 4:00 p.m.)
 - Visit Maintenance
 - Billing
 - Reports

Overview of the EVV Program



**RIGHT
MEMBER**



**RIGHT
LOCATION**



**RIGHT
TIME**



**RIGHT
PLAN OF CARE**

The Sandata Solution:

- **Validates Visits** – At the point of care to guard against allegations of Fraud and Abuse
- **Improves Service Accuracy** – Accurate service of the clients
- **Ensures Billing Accuracy** – Pre-submission validation and electronic transmission for adjudication
- **Provides Service Data Visibility** – Both real time visit data to track performance and improve quality

The Sandata Solution Benefits:

- **Improvement of Quality** – Ensure accurate service of the clients
- **Improve Program Efficiency** – Complete automation of process from scheduling to adjudication
- **Increase Visibility** – Score carding, benchmarking and real time analytics



Electronic Visit Verification (EVV): What is it?

Electronic Visit Verification is an in-home visit scheduling, tracking and billing system that employs controls within the delivery of home based services to ensure a client's quality of care. The EVV system will be specifically configured to support the Department of Social Services (DSS) and Home and Community Based Services (HCBS) program requirements.

EVV Functionality includes:

- ▶ **Electronic Visit Verification** –Tracks time and tasks
- ▶ **Provider EVV Web System** –View and manage HCBS services
 - **Provider Scheduling Module** –Schedule visits based on authorized services
 - **Provider Billing Module**—Validates HCBS claims prior to submission
- ▶ **Jurisdictional View**—DMHAS can view and report on all HCBS activity

EVV Functionality

EVV is defined as:

- ▶ A telephone and computer based system
- ▶ Electronically verifies when visits occur, documenting the precise time service begins and ends
- ▶ Collects the tasks performed for the client
- ▶ Visits are verified by the caregiver calling from either a client's home or cell phone or by check-in and check-out using Mobile Visit Verification (MVV) on their phone or tablet
- ▶ Caregivers are verified by ID number

EVV will be used to:

- ▶ Schedule visits based on authorized services
- ▶ Validate Home Care claims prior to submission



Services and Programs

The EVV program is mandatory for the following services:

DSS Programs included are:

- ▶ CT Home Care Program (CHC)
- ▶ Personal Care Assistant (PCA)
- ▶ Acquired Brain Injury (ABI)
- ▶ Autism (AUT)
- ▶ Mental Health and Addiction Services (DMHAS)

Refer to the following link for a complete list of services:

<https://www.ctdssmap.com/CTPortal/Portals/0/StaticContent/Publications/Electronic%20Visit%20Verification%20Service%20Code%20Listing.pdf>



Sandata Electronic Visit Verification (EVV)

- ▶ Telephony and Mobile visit capture options
- ▶ Caregiver checks in at visit start
- ▶ Caregiver checks out and documents tasks



Client's line verification: Uses Automatic Number Identification (ANI) to match caller's phone number to provider account and caregiver location



Mobile Visit Verification:
Triangulates location using GPS



EVV - Telephony System

Visit Verification

- ▶ Employees check-in and check-out for each individual visit
- ▶ Employees use the clients home telephone or cell phone for the EVV process
- ▶ Agency-specific, toll-free numbers are provided
- ▶ There is an alternative visit verification process when clients don't have phones
 - This will be covered in a later presentation
- ▶ Instruction and reference materials will be provided



EVV - Mobile

- ▶ What is the Sandata Mobile APP
- ▶ Starting & Ending a Visit
- ▶ Adding Tasks to a Visit





Sandata Agency Management Overview



EVV System – Overview

Sandata will ensure the system will support:

- ▶ All program policies and mandates
- ▶ Easy scheduling of authorized services
- ▶ Automated visit data capture
- ▶ Billing claims generated in an approved format

Sandata will provide training materials and support provider agency use of the system



EVV System – Overview

The System includes both Agency Management and Visit Verification (Santrax Payer Management)

- ▶ Access via the web from any location
- ▶ HIPAA compliant data management
- ▶ Real-time capture of visit data
- ▶ Real-time monitoring; alerts for missed visits
- ▶ Robust reporting
- ▶ Can resolve visit issues or errors immediately
- ▶ Data to support claims submission



EVV System – Client

Client: Alabi, Florence (MOU-000023-MCR)

Name

Title:

First Name:

Middle Init:

* Last Name:

Suffix:

Current/Billing Address

Name:

Address:

Apt.:

Other Information

Birthdate:

SSN:

Marital:

Gender:

Language:

Ethnicity:

Religion:

Staff Excluded from Client

Staff Name	Agency ID	Exclusion Type	Reason for Exclusion
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Staff Excluded from Contract

Payor:

Payor Name	Staff Name	Agency ID	Exclusion Type	Reason for Exclusion
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Agency Designations

Disaster Lvl:

DNR:

DNR Date:

Other ID:

Attributes

Name	Properties	Req?
Spanish	Request[Fluent speaking, reading and writing]	<input checked="" type="checkbox"/>
Russian Language	Has the ability to speak Russian[Can write and spe	<input type="checkbox"/>

Misc

CAHPS Opt Out

Other Notes/Comments

Client

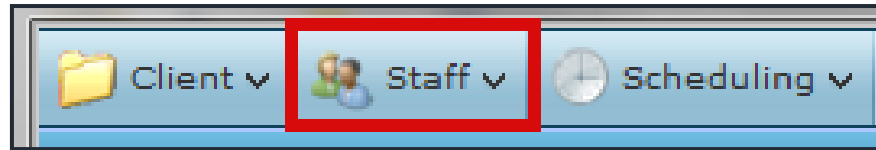
- Overview
- Personal
- Contacts
- Medical
- Medications
- Documents
- Directions

Chart

- General
- Documents
- Schedules
- Permanent
- Compliance
- Invoices
- Attachments



EVV System – Staff



- ▶ Clicking the Staff icon on the menu bar opens the Staff Search screen.
- ▶ By default, search parameters will be set for Active Field Staff.
- ▶ Additional Filters for Name, Position and Case Managers (internal).

EVV System – Scheduling

- ▶ Extensive scheduling capabilities provided within EVV system
- ▶ Supports provider varied schedule needs, i.e. recurring, permanent
- ▶ Sandata can also integrate with current agency scheduling system
 - Schedules to EVV system
 - EVV Visit data back to scheduling system

Schedule Detail

General

Date: 05/09/2011
Service: AD- HHA services
Company: ABC Home Care, Inc.
Location: Penninsula
PoS: [dropdown]
PoS Direction: To From N/A

Status

Status: 02- Confirmed
Cancel: [dropdown]

Times [All Times Shown Are Eastern]

Proposed: 10:00 11:00 = 1 hrs
Santrax: [] [] = 1 hrs
Adjusted: 10:00 11:00 = 1 hrs

Event Code(s)

05- Routine Visit/Billable

Comments

[text area]

Associated Totals

Proposed Miles: 0.00 Actual Miles: 0.00
Miles: 0.00 TT Bill: 0
Supplies: \$0.00 TT Pay: 0

Clients

Watson, Harold. PN0000010-MC

Watson, Harold. PN0000010-MC Bill As: 02- Visit Override

Event	Type	Quantity	Rate	Bill Amt	Copay	Status
05	02 - Visit	1.00	\$75.00	\$75.00	\$0.00	02 - Confirmed

Staff

Williams, Harriet - 0028-HHA

Williams, Harriet. 0028. HHA Pay As: 02- Visit

Event	Type	Quantity	Rate	Pay Amt	Status
05	02 - Visit	1.00	\$15.00	\$15.00	02 - Confirmed

Save Close

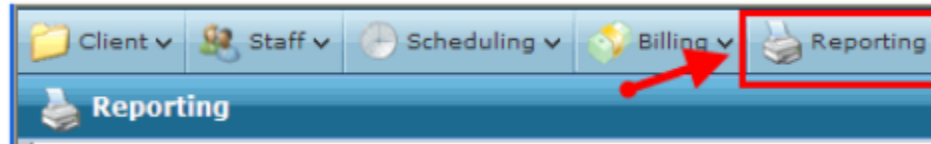


EVV System – Billing

- ▶ All claims are validated in the EVV system prior to direct submission
 - Right Client
 - Authorized Services
 - Right Caregiver Type
 - Verified Visit Data
- ▶ Only validated claims can be submitted for payment
- ▶ EVV Check in and Check out determines visit duration for claim
- ▶ 837 formatted to DMHAS/Gainwell specifics
- ▶ Easy to use provider claims submission process



EVV System – Reports



Active Patient List (Detail)

From 09/13/2012 To 09/13/2012

Name Address	Chart ID	Payor Payor Number	Diagnosis Code Description	Cert Period	Physician
Abelard, Lyubov 4983 Main Street 2 Norwalk, OH 44857 (419) 921-9999	HE2560548-KTC	Private Pay (HH) 000000000005	438.22 LATE EF-HEMIPLGA NON-DOM	07/27/12 - 09/24/12	Nicora, Giuseppa
			Total Visits For PC : 2		
Abelard, Lyubov 4983 Main Street 2 Norwalk, OH 44857 (419) 921-9999	BJ8524218-ILI	Private Pay (HH) 000000000005	438.22 LATE EF-HEMIPLGA NON-DOM	07/27/12 - 09/24/12	Nicora, Giuseppa
			Total Visits For : 0		
Abueva, Martin 672 Main Street Norwalk, OH 44857 (419) 499-9999	CG6065837-DNV	Private Pay (HH)		08/03/12 - 10/31/12	Sharin, Karen
			Total Visits For OT : 1		
Ackah, Alla 6706 Main Street 3 Northern Cambria, PA 15714 (814) 948-9999	VG8676045-RTN	Private Pay (HH)	401.9 HYPERTENSION NOS	07/30/12 - 09/27/12	Rubio, Katherine



Next Steps

After completing training, your agency EVV administrator is emailed the agency Welcome Kit containing account details.

Upon accessing the account, the EVV administrator should:

- Add office staff to access the system
- Prepare and train caregiver staff on the Visit Capture processes TVV & MVV
- Enter Staff data into your system
- Verify client data loaded to your system; ensure client phone numbers are correct
- Update/Add client telephone number and address information
- Create and maintain schedules for clients



Next Steps – Customer Support

Contact Customer Care for support:

- ▶ Hours: 8:00 am – 6:00 pm EST
- ▶ Telephone Number: (855) 399-8050
- ▶ E-mail: ctcustomercare@sandata.com

Contact EVV mailbox for support

- ▶ E-mail: ctevv@dxc.com

